

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

MAY 07 2010

Florida Department of Agriculture and Consumer Services

ATT: Charles.H.Bronson Commissioner

4.27.2010

CL-10294121-4906

Dear Commissioner

I have filled out the Lemon Law form(attached), but I think that you need to know more about what is happening in my case. I am sure that there are others being subjected to the same run around that I am having.

I drive a leased 2009 Toyota Matrix. At 8.24 AM on November 16, 2009. pulling into a parking space at the Doctors office building at 1905 Clint Moore Rd Boca Raton. The car was almost stopped and my foot was on the brake, when the car revved up to the maximum, jumped the curb and hit a palm tree. The car acted completely on its own, and I had no control over it. The mileage on the car at the time of the accident was approx 6000

My insurance carrier (Allstate) had the car repaired at Ed Morse Cadillac in Delray beach, but I was responsible for the deductibles. Toyota is claiming that the problems with their cars are caused by "floor mats" or "sticking gas pedals" . This is just a whitewash, as my accelerator was not engaged or depressed , and my foot was on the brake when the car just took off on its own.

I sent registered letters to the leasing dealer, Robt.L.Lipton Inc on Dec 1st, Jan 25th, and Feb 23rd. After the first letter, they told me to contact Toyota US Sales which I did in January .They gave me an incident report # 1001139490 and said that they would contact me in a couple of days. Having not heard from them at all, I sent another E-Mail on Feb 22nd, and they replied with another incident report # 100222-0002 and advised me to contact the local dealer. This is their strategy . The dealer says contact Toyota US Sales and they say contact the dealer, and meanwhile nothing is done. I had told Toyota US Sales that I wanted out of the lease, as the car is dangerous, and I repeated this request to the Dealer (Lipton Toyota) in my last letter of Feb 23rd.

I lodged a safety complaint with NHTSA on Dec 1st and received an ODI number 10294121. I sent a follow up to NHTSA on Feb 1st and received a

notice of "Case Escallation" but so far no action. In the meantime, every time I have to stop in traffic, I have to put the car in neutral so as not to have it take off again. Two or three weeks ago, an undated form letter came from Toyota telling me to lodge a customer complaint form with the "National Center for Dispute Resolution" I did so, but the NCDR responded that they are not involved, as they only "resolve disputes involving Toyota's product reliability" I am at a loss to understand how unintended vehicle acceleration has nothing to do with product reliability. In the meantime I read on the internet that Allstate and other large insurance companies are going after Toyota to refund the amounts that they have had to pay out in unintended acceleration accidents. End result for me the consumer is. The Insurance Company gets money, I get nothing, and then to add insult to injury, the Insurance Company raised my premium by 75% (approx \$1000.00) because of the accident

This is an outrage, and suggests collusion between the insurance Companies and Toyota to deny compensation to those of us injured in accidents caused by a design flaw in Toyota's electric or computer system.

My main concern at this time is to be compensated for my financial loss, and to get out of the lease without penalty, and not have to drive this car any longer, as I believe it to be unsafe.

I have all the documentation and correspondence available for your inspection if needed. I appreciate anything you can do to get me off this merry go round and out of this Toyota vehicle.

[REDACTED]

[REDACTED] Boca Raton, Fl [REDACTED]

TEL: [REDACTED]

[REDACTED]

CC: Florida Office of Insurance Regulation
Office of the Commissioner
200 East Gaines St, Tallahassee, Fl 32399

CC: Toyota Motor Sales, Claims Department (Re: incident 100222-0002)
HQ11 19001 Sth Western Ave
Torrance, Ca, 90509

CC: NHTSA re (case ODI 10294121)
1200 New Jersey Ave SE, West Building
Washington DC, 20590

CC: National Center for Dispute Settlement
Att: Linda Simons
P.O. Box 688, Mount Clemens , Mi 48046



Boca Raton, FL

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N. H. T. S. A
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